

Appendix B



LETTER OF INFORMATION

Title of the Research Study:

Framework for managing library staff in Public Higher Education in KwaZulu-Natal.

Principal Investigator/s/researcher:

Bongiwe Cleopatra Zondi, Masters in Information Studies

Co-Investigator/s/supervisor/s: (Name/s, qualifications)

Dr Naresh Sentoo, D. Admin (Supervisor)

Dr Upaasna Ramraj, PhD (Co-Supervisor)

Dear Participant

Brief Introduction and Purpose of the Study:

My name is Bongiwe Zondi. I am a PhD student in the Faculty of Accounting and Informatics at Durban University of Technology, doing research for my Doctor of Philosophy in Library and Information Science. I am inviting you to participate in the research on the framework for managing library staff in Public Higher Education in KwaZulu-Natal. The purpose of this study is to develop the framework with the hope that the framework can be implemented and used as a guideline for library staff management.

Outline of the Procedures:

This study will use a mixed method (quantitative and qualitative) by distributing questionnaire and conducting interviews. The researcher will collect data by means of a survey and interviews with participants at the Durban University of Technology (DUT) and the Mangosuthu University of Technology (MUT), University of KwaZulu-Natal (UKZN) and University of Zululand (UZ).

With regards to the quantitative part, the researcher will request permission to have email addresses of potential participants and distribute questionnaire by email, and physically where emails are not available. For qualitative, the researcher will conduct online interviews through Microsoft Teams (MS Teams) or face-to-face, depending on the preferences of targeted participants. Individual interviews will be scheduled at a time convenient to the participant, and participants will be asked permission to record the interviews which will be recorded using the MS Teams recording feature. The researcher intends to spend a maximum of 1 hour with each interview.

Participation in this study is voluntary and no one will be obliged to participate in either the survey or interviews. The researcher undertakes to adhere to all the ethical principles of the research. The participants will be asked to sign the information consent, before participating in this study. You can withdraw at any time, even if you have already signed the consent form or if data collection has commenced. There will be no negative consequences even if you ask for your data to be destroyed.

Risks or Discomforts to the Participant:

There is no risks or discomforts for participating in this study.

Reasons he/she may be withdraw from the Study:

Your participation in the study is voluntary, and you may refuse to participate or withdraw from participation at any time with no adverse consequences.

Benefits:

Through your participation to the study, the results will hopefully benefit you as the library employee and other academic libraries in the public higher education institutions in South Africa and beyond. The researcher hopes that the recommendations based on the results of this study will be used as a point of reference by library management to effectively manage library staff and its operations. The researcher further hopes that the results will contribute to the improved library operations, staff welfare, and overall institution effectiveness by suggesting a practical, context-sensitive framework.

Remuneration:

There will be no monetary gain for participating in the study. Participation is voluntary.

Costs of the Study:

There are no costs expected from you as a research participant.

Confidentiality:

Responses collected from you will not be shared nor disclosed to anyone. Responses will be treated with confidentiality and will not be used for any purpose either than this study. Your name will not appear in the survey and your interview responses will not include your personal details to reveal your identity. Responses will be coded to ensure anonymity.

Results:

The researcher plans to share the findings of the study through multiple channels to ensure broad accessibility and impact. This includes, but not limited to:

- Submission of the paper to peer-reviewed journals in the relevant field to contribute to scholarly knowledge.

- Presentation of key findings at academic and professional conferences to engage with experts and receive feedback.

Research-related Injury:

The researcher assures participants that there will be no injuries.

Storage of all electronic and hard copies including tape recordings

Data will be collected electronically, and all electronic records will be password protected and kept for five years digitally and, after that, deleted permanently.

Persons to contact in the Event of Any Problems or Queries:

For any problems and/or queries, please contact the researcher Ms Bongiwe Zondi on : 084 370 9290/ 031 907 7123 email: 22494832@dut4life.ac.za, or my supervisor Dr Naresh Sentoo on: 031 373 6775 email: sentoona@dut.ac.za, my co-supervisor Dr Upaasna Ramraj on email upaasnar@dut.ac.za. Alternatively, contact DUT - Institutional Research Ethics administrator on 031 373 2375. Complaints can be reported to the Acting Director: Research and Postgraduate Support on researchdirector@dut.ac.za.

General:

Participation in this research is completely voluntarily. This research will be conducted in English. The participants from the targeted population are familiar with the English language and no translation will be required.

